



Inspection Report on

Y Frondeg

**Y Frondeg
Maesincla
Caernarfon
LL55 1PS**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

11 March 2022

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About Y Frondeg

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Gwynedd Council Adults and Children's Services
Registered places	11
Language of the service	Both
Previous Care Inspectorate Wales inspection	Manual Insert 16 December 2019
Does this service provide the Welsh Language active offer?	Yes. The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

This home provides care and support to people from a stable staff team who know people well. The home offers an active offer of the Welsh language and culture, and people are a part of the local community. People are supported to be as independent as possible and can attend work and local activities. Care Support Workers told us they are well supported by managers who are approachable and listen to their needs. People's personal plans are written according to their individual care needs and reflect their interests and aims. Staff have worked well throughout the Covid pandemic and have maintained the service despite challenges. New care workers have been recruited and they told us that the morale has improved because of this. People can go for days out; they now have a mini-bus with wheel-chair access.

Well-being

People are central to their plan of care. Personal plans are written according to people's individual needs including their interests, aims, and people who are important to them. People can influence their care and have key workers who can advocate for their needs. People's likes, dislikes and preferred routines are documented in their personal plan. We observed staff know people well and can give them appropriate daily choices. People's first language and cultural choices are documented in their personal plans. Many staff and residents speak Welsh. We saw people can easily access Welsh activities and entertainment if they wish. We saw people have daily plans and they are enabled to access transport to attend work and other activities. Staff treat people with dignity and respect and are supportive of their needs.

People have their health monitored and they are referred to health care professionals in a timely way. Instructions and outcomes of health professional appointments for people are documented in their personal plans. Key workers are flexible with their shifts to ensure people attend health care appointments as needed to maintain their health. Health monitoring is good and key workers know people and their needs well.

Care staff receive training in safeguarding vulnerable adults. Training was largely e-learning during the pandemic, but some face-to-face learning has now been organised. Care staff told us they are aware of the safeguarding process and know whom to contact should there be any issues. People can access an advocacy service and receive support to access such service, should they need it.

People can remain in contact with people who are important to them. Family and friends can visit people inside the home on an appointment basis if it is safe to do so regarding Covid results. The home has Covid policies and procedures in place. Visitor's Covid test results are asked for before they enter the home. People and care staff are supported with their tests and can access vaccinations should they choose to have them. People are now able to visit their families and enjoy days out.

Care and Support

People receive the care they need. The provider completes an assessment before people are admitted into the home to ensure the service can meet their needs. People's activities of daily living are addressed in their personal plans to ensure they receive a complete care service, their social and emotional needs are also assessed. The statement of purpose document for the home explains the service offered to people, this is available for people to read in an appropriate format.

People can access diet and fluids to maintain their health. We saw fluids and snacks were freely available for people throughout the day. We saw meals are cooked from fresh ingredients on the premises. People can have a choice of meals and special diets can be catered for. We saw people eat together around tables and there was a warm sense of community between people and care staff. People's weights are monitored, and specialist advice sought if there are any issues. People can access specialist advice regarding their health in a timely way and any instructions/ outcomes are documented in their personal plans. The provider told us the local GP and pharmacy are supportive of the home and they can readily access medications for people as prescribed.

The home adheres to Public Health Wales guidelines regarding the Covid pandemic. We saw Personal Protective Equipment (PPE), in the home was plentiful. We observed care staff wearing PPE appropriately. There are hand-sanitising stations throughout the home; we saw care staff making use of them. Staff told us they have training for the proper use of PPE and regarding Covid issues and testing.

Environment

The home is clean and homely. We saw people can personalise their rooms to make them feel at home. Rooms are warm and tidy and decorated to a good standard. Some building work was underway during our visit to provide extra rooms in accordance with people's needs. People can access appropriate equipment for their care. Equipment is maintained and serviced as per manufacturer requirements.

We found health and safety assessments are in place. Maintenance and fire checks are up to date. Processes for evacuation in the event of emergency or fire are personalised for everyone so that care staff and the emergency services know how best to help people. The medicines room is secured and well organised. Confidential information is safely kept in lockable offices.

Leadership and Management

Governance arrangements are in place to support the smooth running of the home. The responsible individual regularly visits to the home and produces quality assessment reports to assess and review the quality and effectiveness of the service. The manager said they are well supported by the responsible individual who is also easily reached by phone.

Recruitment practices are good in the home. We saw personnel files are in good order and have checks in place to ensure care workers are appropriate to work with vulnerable adults. Care staff receive training to ensure they have a solid knowledge base to give the care needed by people. The Covid pandemic has provided challenges for the service regarding staff training which has taken the form of e-learning, a return to classroom learning is now being considered. Care support staff told us they receive training, support, and supervision to perform their daily roles. We saw that care support staff supervision was conducted frequently as per the regulations, this ensures staff are supported in their daily roles and perform tasks according to best practice guidance.

The service has not declared they have financial concerns. There is an ongoing maintenance programme in the home. There are plentiful stocks of fresh food, and the home was warm.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Date Published 28/06/2022